

**COMMON INTEREST COMMUNITY BOARD  
OMBUDSMAN REGULATORY REVIEW COMMITTEE MEETING**

**MINUTES OF MEETING**

The Ombudsman Regulatory Review Committee of the Common Interest Community Board met on Monday, August 17, 2009, at the Department of Professional and Occupational Regulation (DPOR), 9960 Mayland Drive, 2<sup>nd</sup> Floor, Board Room 4, Richmond, Virginia 23233.

The following members were present:

Milton W. Matthews, Chair  
Prudence Bachmann  
Ronda S. DeSplinter (arrived at 10:09 a.m.)  
Coleen Hillen  
William A. Marr, Jr.  
William Bradley Mason, Jr.  
Katherine E. Waddell

Ex-Officio member Lucia Anna Trigiani was not in attendance.

DPOR staff present for all or part of the meeting included:

Jay W. DeBoer, Director  
Mark N. Courtney, Deputy Director of LRD  
Heather Gillespie, Ombudsman  
Thomas K. Perry, Property Registration Administrator  
Betty C. Jones, Administrative Assistant

Steven Jack from the Office of the Attorney General was present.

Mr. Matthews, Chair, called the meeting to order at 10:06 a.m.

**Call to Order**

Mr. Marr moved to approve the agenda. Mr. Mason seconded the motion which was unanimously approved by: Bachmann, Hillen, Marr, Mason, Matthews, and Waddell.

**Approval of Agenda**

Mr. Matthews opened the floor for public comment. No members of the public present requested to speak.

**Public Comment  
Period**

Ms. DeSplinter arrived at 10:09 a.m.

**Arrival of  
Board Member**

The Committee reviewed the revisions to the draft Common Interest Community Ombudsman Regulations that were suggested at the last

**Review Draft CIC  
Ombudsman**

Committee meeting. The Committee discussed and made additional changes to the draft text. **Regulations**

Ms. Gillespie indicated that she receives complaints about associations which have no governing board and are not in compliance with applicable statutes and regulations. With no governing board, the CIC Board would have difficulty communicating with these associations in attempting to bring them into compliance. The Committee deferred further discussion of these situations until the next meeting of the CIC Board scheduled for October 26, 2009.

The Committee recessed for lunch at 11:55 a.m. and reconvened at 12:38 p.m. **Lunch**

The Committee continued the review of the draft Common Interest Community Ombudsman Regulations. **Review Draft CIC Ombudsman Regulations**

After the Committee completed its review of the draft regulations, Mr. Perry indicated that staff would revise the draft regulations in accordance with the Committee's comments for review at the next meeting.

The Committee reviewed the draft Association Complaint Form prepared by staff. The Committee discussed and made changes to the form. Mr. Perry indicated that staff would revise the draft Association Complaint form in accordance with the Committee's comments for review at the next meeting. **Draft Association Complaint Form**

The Committee recessed at 2:30 p.m. and reconvened at 2:45 p.m. **Break**

Ms. Waddell departed at 2:40 p.m. **Departure of Board Member**

The Committee reviewed the draft Notice of Final Adverse Decision and Request for Waiver of Filing Fee forms. The Committee discussed and made changes to the forms. Mr. Perry indicated that staff would revise the forms in accordance with the Committee's comments for review at the next meeting. **Draft Complaint Forms for Ombudsman's Office**

The Committee discussed its plan for the next Committee meeting. After discussion, it was determined that the Committee bring any additional changes to the draft Association Complaint Form, Notice of Final Adverse Decision and Request for Waiver of Filing Fee Forms for **Other Business/ Discuss Topics for September 16<sup>th</sup> Committee Meeting**

discussion at the next meeting.

The Board members serving on the Committee were reminded to complete their conflict of interest forms and travel vouchers. **Conflict of Interest and Travel Voucher Forms**

There being no further business, the meeting was adjourned at 3:04 p.m. **Adjourn**

---

Lucia Anna Trigiani, Chair

---

Jay W. DeBoer, Secretary

DRAFT